



CASS Health & Safety Do's and Don'ts

The health and safety of clients, volunteers, visitors and staff are of paramount importance at CASS. The purpose of this document is make clear things all of us must do and avoid in order to fulfill that commitment.

Do's:

- Do treat all clients, security personnel, staff, volunteers, and team members with dignity and respect.
- For incoming groups, do coordinate with shelter staff in advance to establish a schedule for arrival and departure as well as the list of services or activities while on-site.
 - Do abide by the schedule and notify shelter staff whenever there needs to be a change.
- Do use appropriate trash receptacles including sharps disposal boxes.
- Do contact shelter staff or security immediately if there are issues with a client (confrontation, medical urgency, serious complaint, etc.).
- Do ensure that all doors are securely closed when exiting the building.
- Do follow shelter staff and security guard instructions in the case of a lock down.
- Do immediately evacuate the building in the case of a fire alarm.
- Do report to shelter staff all facilities maintenance issues.

Don'ts:

- Do not prop open entrance doors to the building.
- Do not enter dormitories or day rooms with a shelter staff member or security guard present in the room.
- Do not allow clients into unauthorized portions of the building (e.g., hallways extending beyond day room entrances, as well as behind the counters in the day rooms).
- Do not allow your services or activities interfere with normal shelter operations.
- Do not call 911 or any other emergency service directly; contact shelter staff or security instead.
- Do not compromise client confidentiality or privacy.
- Do not remove furniture without permission from shelter staff; return all furniture to its original location once you are done.